

Customer Benefits

- **Efficiency** – Automated printer installation allows users to print documents over the state network in a convenient location close to users' workspace.
- **Security** – Advanced configurations help enhance printer security.
- **Effectiveness** – Better control of printer usage and output through role-based access.

Customer vs. Admin Responsibilities

This section identifies Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Networked Printer Support		
Purchase networked printers through coordination with Admin.		X
Purchase and replace consumables (e.g., paper, ink cartridges).		X
Purchase printer warranty or hardware support contract with third-party vendor.		X
Asset and warranty management for printers.		X
Contact the DTO Service Desk regarding incidents and service requests, and provide an accurate description of the issue or need.		X
Provide on-site resource to work with remote Admin support staff to install networked printers at agency offices that purchase Remote Workstation Support.		X
Install networked printers at agency locations that also purchase Managed Workstation with On-Site Support.	X	
Provide remote (telephone) support through the DTO Service Desk.	X	
Monitor printer usage and cost per print.		X
Initial troubleshooting (e.g., paper jams, open paper drawers).		X
Escalated troubleshooting for hardware failure/drum replacement.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in [SCDIS-200](#).